



J. TYLER McCAULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **CHICANA SERVICE ACTION CENTER CONTRACT REVIEW**

We have completed a contract compliance review of the Chicana Service Action Center (Chicana). Chicana is a service provider for both the Workforce Investment Act (WIA) Adult Program and the WIA Dislocated Worker Program. The review was conducted by the Auditor-Controller's Countywide Contract Monitoring Division.

Background

The Department of Community and Senior Services (DCSS) contracts with Chicana, a private, non-profit, community-based organization, to assist individuals obtain employment, retain their jobs and increase their earnings. The types of services provided by Chicana include occupational skills training, job placement and career planning. Chicana's offices are located in the First District. Chicana is compensated on a cost reimbursement basis. For Fiscal Year 2003-2004, DCSS paid Chicana approximately \$540,000.

Purpose/Methodology

The purpose of the review was to determine whether Chicana is providing the services outlined in their County contract to eligible individuals, and if Chicana is complying with WIA guidelines and regulations. Our monitoring visit included a review of Chicana's participant case files and interviews with program participants, participant employers, participant training institutes and Chicana's staff.

"To Enrich Lives Through Effective and Caring Service"

Results of Review

Chicana provided services in compliance with the County contract and WIA guidelines, and maintains documentation to support the services billed to DCSS. In addition, the program participants stated that the services they received from Chicana met their expectations.

Attached is a detailed report of the monitoring review.

Review of Report

On May 3, 2005, we discussed our review with Chicana who agreed with our report. We also notified DCSS of the results of our review.

We thank Chicana for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

c: David E. Janssen, Chief Administrative Officer
Cynthia Banks, Chief Deputy Director, Department of Community and Senior Services
Sophia Esparza, Chief Executive Officer, Chicana Service Action Center
Public Information Office
Audit Committee

**WORKFORCE INVESTMENT ACT
ADULT AND DISLOCATED WORKER PROGRAMS
FISCAL YEAR 2004-2005
CHICANA SERVICE ACTION CENTER**

ELIGIBILITY

Objective

Determine whether the Chicana Service Action Center (Chicana) provided services to individuals that meet the eligibility requirements of the Workforce Investment Act (WIA) Adult and WIA Dislocated Worker Programs.

Verification

We selected a sample of 17 program participants from a total of 51 participants that received services between July 2004 and January 2005, and one participant that received services in Fiscal Year (FY) 2003-2004. We reviewed the 18 case files for documentation to confirm their eligibility for WIA Adult or WIA Dislocated Worker Program services.

Results

Chicana provided services to participants who met WIA eligibility requirements. For example, each of the case files contained documentation to confirm the participant's eligibility to receive program services.

Recommendation

There are no recommendations in this section.

BILLED SERVICES

Objective

Determine whether Chicana provided the services in accordance with the County contract and WIA guidelines.

Verification

We selected a sample of 18 program participants and reviewed their case files for documentation of the types of services the participants received and whether the services were provided in accordance with WIA guidelines.

Results

The documentation contained in the 18 case files supported Chicana's provision of services in accordance with the County contract and WIA guidelines.

Recommendation

There are no recommendations in this section.

CLIENT VERIFICATION**Objective**

Determine whether the services that Chicana billed DCSS were actually provided.

Verification

We interviewed 15 program participants, 16 participant employers and administrators at two participant training institutes.

Results

Each of the participants, employers and administrators confirmed that the services Chicana billed DCSS were provided.

Recommendation

There are no recommendations in this section.

PROGRAM OUTCOME PERFORMANCE**Objective**

Determine whether Chicana attained their targeted performance levels for program enrollment, and maximum cost per employment placement. In addition, for the prior fiscal year, determine whether Chicana attained their annual performance measures mandated by WIA guidelines.

Verification

We reviewed statistical data for FY 2003-2004 and mid-year for FY 2004-2005.

Results

For the first six months of FY 2004-2005, Chicana's Adult and Dislocated Worker Programs exceeded their targeted performance measures for program participant enrollment. During this timeframe, Chicana's Adult Program was required to enroll 17 new program participants, their actual enrollment was 44. Chicana's Dislocated Worker Program was required to enroll five new program participants, their actual enrollment was seven.

For FY 2003-2004, Chicana's Dislocated Worker Program exceeded each of the six performance measures and their Adult Program exceeded five of the six performance measures. By meeting at least five of the six performance measures, Chicana achieved DCSS' standard for contractor performance.

Recommendations

There are no recommendations in this section.